

COMPLAINTS RESOLUTION PROCESS

Welltec Group (Pty) Ltd (“Welltec”) is committed to ensuring that all complaints received are investigated fairly, objectively, consistently, fully, promptly and in accordance with the regulatory requirements. Welltec’s Complaints Management Policy and procedure, sets out the overarching framework, principles and responsibilities governing the management of complaints across the organisation.

The complaints handling process is designed to provide customers with a quick, simple, and streamlined mechanism for raising concerns and obtaining appropriate resolution. Complaints should, wherever possible, be addressed promptly and at the point of first contact by capable and appropriately trained employees.

Welltec will seek to resolve complaints fairly and to the customer’s satisfaction, where reasonably possible. Where a complaint cannot be resolved to the customer’s satisfaction, Welltec will provide the customer with a clear, reasoned and timely response, including an explanation of the outcome and, where applicable, information regarding any further escalation or recourse available to the customer.

Stage 1 - Internal complaints resolution

Should you wish to lodge a complaint with Welltec, you may:

- ✓ Contact your initial contact person telephonically or via e-mail to indicate your dissatisfaction, or
- ✓ Send a complaint by means of an email to complaints@welltec.co.za supported by the required information and documentation as set below.

A complaint may initially be raised verbally. To enable Welltec to accurately record, investigate and resolve the matter, you may be requested to confirm the complaint and relevant details in writing.

Please provide all relevant information to enable us to assist you efficiently, including:

- ✓ Your ID number;
- ✓ Your contact details; and
- ✓ Details of the complaint, including relevant dates and necessary supporting documentation.

Once your complaint has been received, it will be assigned to an appropriately qualified Manager who will:

- ✓ Acknowledge receipt of the complaint within 1 working day,
- ✓ Formally record your complaint in our complaints register and assign it for investigation,

- ✓ Identify all issues and where necessary, request any additional information or documentation required to investigate the complaint,
- ✓ Confirm the anticipated timeframes for providing feedback and a final response, b;
- ✓ Keep you informed of the progress of your complaint and, where the outcome cannot be provided within the committed timeframe, notify you of the delay, the reasons for it and the revised date by which you can expect a response;
- ✓ Provide an outcome to the complaint within 15 working days, provided that Welltec has received all information reasonably required to assess and resolve the complaint, and
- ✓ Where the complaint cannot be resolved at this stage, escalate the matter in accordance with Welltec's internal complaints and dispute-resolution process.

If you are dissatisfied with the outcome of your complaint at **Stage 1**, you may escalate the matter to **Stage 2** – Internal Complaints investigation in accordance with the process set out below.

Stage 2 - Complaint investigation and internal escalation

If your complaint has not been resolved to your satisfaction during **Stage 1**, customers are urged to escalate the matters to the Legal, Risk and Compliance Manager at compliance@welltec.co.za

The escalated complaint will be reviewed objectively, independently and impartially, taking into consideration the information and documentation available as well as the outcome of the Stage 1 investigation.

Once the investigation has been concluded and a decision has been made with regards to your dispute, Welltec will:

- ✓ Inform you of the outcome of the complaint, whether it has been resolved, upheld, partially upheld, or not upheld,
- ✓ Provide a clear explanation of the reasons for the decision and where applicable, any agreed or remedial action taken to resolve the complaint,
- ✓ Inform you of any applicable external dispute resolution mechanisms available to you, as well as the timeframes within which you need lodge any external dispute with the external body, and
- ✓ On request, provide you with copies of all relevant documents and information obtained from third parties that materially influenced the outcome of the complaint and final decision, provided it is not subject to legal privilege, confidentiality restrictions or other applicable legal limitations.

Where the complaint remains unresolved following the Stage 2 review, Welltec will provide you with information regarding the further avenues of recourse available.

Stage 3 - Independent external review

Welltec will be committed to resolving complaints fairly and effectively through its internal complaints-management processes and encourages customers to provide Welltec with an opportunity to investigate and address their concerns.

Where you remain dissatisfied with the outcome or handling of a complaint, you may, where applicable, refer the matter to the relevant industry ombudsman, dispute-resolution scheme or other appropriate external authority for independent review, mediation or further assistance.

Information regarding the applicable external dispute-resolution mechanism, including contact details and any relevant referral requirements or timeframes, will be provided to you as part of the Stage 2 outcome, where applicable.

The National Financial Ombud
Telephone number: 0860 800 900
Email address: info@nfosa.co.za
Website: www.nfosa.co.za

The National Financial Ombud - Johannesburg Office

110 Oxford Rd
Houghton Estate
Johannesburg
Gauteng
2198

The National Financial Ombud - Cape Town Office

Claremont Central Building
6 Vineyard Road,
Claremont
Western Province
7700

Contact us

Welltec Group (Pty) Ltd

Postal address: 47 21st St. Menlo Park,
Pretoria,
00881

Website: www.welltec.co.za

Telephone number: 012 111 1583

Fraud line: Tel: 0801 122 722
WhatsApp: +27 31 308 4664
SMS: 33440
Email: welltec@wistleblowing.co.za
www.whistleblowing.co.za